

Bureau of Health Care Quality & Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVS4352HIC	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/26/2008
NAME OF PROVIDER OR SUPPLIER GOLDEN RETREAT CARE HOME		STREET ADDRESS, CITY, STATE, ZIP CODE 3730 LEISURE LANE LAS VEGAS, NV 89103		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
H 000	Initial Comment This Statement of Deficiencies was generated as a result of a State Licensure survey and complaint investigation initiated in your facility on 8/26/08 and completed on 12/26/08. This State Licensure survey was conducted by authority of NAC 449, Homes for Individual Residential Care, adopted by the State Board of Health on November 29, 1999. Complaint #NV00016888 was substantiated. The following deficiencies were cited as a result of the survey.	H 000		
H 014	Director Duties-Dignity, Respect; Not Abused NAC 449.15523 Director: Duties. (NRS 449.249) The director of a home shall: 3. Ensure that the residents of the home: (a) Are treated with dignity and respect and are not abused, neglected or exploited. This Regulation is not met as evidenced by: Based on interview and record review from 8/26/08 to 12/26/08, the director failed to ensure 1 of 3 residents at the facility was protected from abuse (Resident #3). Findings include: Resident #3 was admitted to the facility on 1/01/05 with diagnoses including mental retardation and diabetes mellitus. There was no	H 014		

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TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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H 014	<p>Continued From page 1</p> <p>evidence of the date of discharge in the resident 's record.</p> <p>A driver of a bus that picks up Resident #3 at the facility reported witnessing the resident being abused by caregivers. On 11/02/07, the Bureau investigated the complaint at the facility. During interviews, the resident denied she was being abused and caregivers denied abusing the resident. The facility was licensed to care for two residents and the owner, Employee #2, admitted she had two other residents in addition to Resident #3. On 11/29/07, the complaint was not substantiated but the owner was cited for being over census.</p> <p>A second complaint from the bus driver was received on 12/20/07. The bus driver provided a written statement about witnessing another occurrence of abusive treatment of Resident #3 by caregivers on 12/17/07.</p> <p>On 8/26/08, a caregiver, Employee #1, and the owner of the facility were interviewed. They both reported Resident #3 no longer lived at the facility. The caregiver stated Resident #3 was just renting room at the facility and she had no problems with the resident. The owner stated Resident #3 had been a "boarder" at the facility for the last 10 years and needed only minimal assistance from the staff. During the 11/2/07 investigation, the owner admitted Resident #3 was a resident at her facility and not a boarder. There were no documented reports of incidents or injuries in Resident #3's record and the owner denied hearing of any problems between her staff and the resident.</p> <p>In a telephone interview on 8/26/08, a caregiver, Employee #4, stated Resident #3 needed "a lot of</p>	H 014		

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H 014	<p>Continued From page 2</p> <p>help with everything; food preparation, dressing and personal care." She added that Resident #3 needed a lot of reminding to get up in the morning and to be ready by the time the bus came to pick her up.</p> <p>The bus driver was interviewed by telephone on 8/29/08. The driver reported picking Resident #3 up at the facility on 12/17/07. After the resident was on the bus, she told the driver she had to use the restroom, so the driver returned the resident to the facility. The driver reported a facility caregiver, who could only be identified as a small Asian woman, took the resident from the bus into the facility. The driver reported seeing the small Asian woman push Resident #3 into the wall just inside the front door. The resident was crying when she came out of the facility and told the driver the caregiver had been hitting her because she had to come back to use the restroom. The driver submitted a report of what had been witnessed to the driver ' s employer who then submitted the reported to the Bureau.</p> <p>The sister of Resident #3 was interviewed on 9/9/08 and she reported she was also the resident ' s guardian. She stated the resident left the facility and was living with her. She reported that after Resident #3 began living with her, the resident admitted she was hit and yelled at frequently while living in the facility.</p> <p>On 12/26/08, Resident #3 was interviewed by telephone. Resident #3 stated she remembered returning to the facility on the bus because she had to use the bathroom and that Employee #4 hurt her and yelled at her. The resident was unable to provide more specific information.</p> <p>Based on statements from the witness of the</p>	H 014			

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H 014	Continued From page 3 incidents of physical abuse of Resident #3, the resident's statements and the guardian's statements, the owner of the facility failed to prevent the abusive treatment of Resident #3 by facility employees.	H 014		
H 019	Director Duties-Qualified Caregiver NAC 449.15523 Director: Duties. (NRS 449.249) The director of a home shall: 4. Ensure that a caregiver, who is capable of meeting the needs of the residents and has been trained in first aid, and cardiopulmonary resuscitation, is on the premises of the home at all times when a resident is present. This Regulation is not met as evidenced by: Based on record review and staff interview on 8/26/08, the director did not ensure that 2 of 3 caregivers had received training in cardiopulmonary resuscitation (CPR) and first aid. Findings include: The file for Employees #2 and #3 did not contain evidence the employees had been trained in first aid and CPR.	H 019		
H 030	Safety & Sanitation-Home Clean; Hazard Free NAC 449.15525 Requirements for safety and sanitation of facility. (NRS 449.249) 1. The interior and exterior of a home must be clean and free of hazards and offensive odors. This Regulation is not met as evidenced by:	H 030		

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H 030	<p>Continued From page 4</p> <p>Based on observation on 8/26/08, the facility did not provide safe storage of oxygen tanks for residents of the facility.</p> <p>Findings include:</p> <p>During the tour of the garage space of the facility, two E oxygen tanks were observed upright near the door. The tanks were not in a rack or frame to prevent them from falling over.</p>	H 030			

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